



**Attention Electronic Official Personnel Folder (eOPF) Users:**

In recent weeks, NASA employees have gained access to their Electronic Official Personnel Folder (eOPF) through the HCIE Workforce Services Portal. This access required employees to first establish an account in the Agency's NASA Account Management System (NAMS). Employees then proceeded through a two-step login process through the HCIE Workforce Services Portal using their NAMS credentials (user ID/password) and then were required to login to eOPF utilizing the user ID/password received via e-mail.

This two-step login process has caused some confusion and frustration for employees. It has also significantly increased call volume and response times at the NASA Shared Services Center (NSSC) Customer Contact Center related to eOPF access issues and questions. These issues should be temporary, however, and be resolved once users become accustomed to the login process.

Nevertheless, the Agency has decided to *temporarily* allow users to access eOPF *without* first having to logon to HCIE. They can go to the HCIE portal home page <https://hcie.nasa.gov> and click on the eOPF links provided on the portal login screen or the HCIE Features section. This direct access to eOPF does not compromise security and/or protection of employee data or records. This facilitated access will hopefully encourage all employees to access eOPF.

If you have not received your eOPF login and/or password via e-mail or letter, please contact the NSSC Customer Contact Center with eOPF questions:

- By phone: 1-877-NSSC123 (1-877-677-2123)
- By e-mail: [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov)